



Fiscal Year 2005 Annual Report

 $October\ 2004-September\ 2005$

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Safe Drinking Water Hotline

National Toll-free No.: (800) 426-4791

See past monthly reports at

http://www.epa.gov/safewater/hotline

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Introduction

The Safe Drinking Water Act (SDWA) is the national law that ensures the quality of America's drinking water and furthers EPA's mission to protect human health and safeguard the environment. The Act, as amended in 1996, requires the U.S. Environmental Protection Agency (EPA) to provide a toll-free hotline that consumers can call to obtain accurate and real-time information about annual water quality reports and drinking water contaminants (42 U.S.C. 300g-3, Section (4)(A) and (4)(B)). The Safe Drinking Water (SDW) Hotline, operated by Booz Allen Hamilton, provides this essential public outreach service for EPA's Office of Ground Water and Drinking Water (OGWDW), the office that is responsible for implementing the SDWA. The Hotline also answers questions about federal drinking water regulations and standards, source water protection, and the Underground Injection Control (UIC) program. In fiscal year 2005 (FY 2005), the Hotline responded to 13,197 phone calls and 960 electronic correspondence (i.e., e-mails and Enterprise Customer Service Solution (ECSS) incidents) which, in aggregate, resulted in more than 23,000 questions. The questions came from a diverse audience including public water systems (PWSs), federal, state and local governments, businesses, and citizens. The questions reflected several "hot topics" and initiatives, including the following:

- Boil Water Advisories / Public Notices The Hotline fielded numerous questions, often initiated by public notices, regarding the safety of using drinking water that was under a boil water advisory. The Hotline staff coordinated with OGWDW personnel to continue to provide current information regarding appropriate use of drinking water such as showering or bathing while under a boil water advisory.
- Consumer Confidence Reports The Hotline experienced its annual increase in the volume of
 calls and electronic correspondence related to the nationwide distribution of the consumer
 confidence reports (CCRs). The CCR contains information about substances detected in drinking
 water, possible sources of the substances, potential health effects of the substances and other
 valuable information. The increase in inquiries was primarily during the months of June and
 July.
- Hurricane Related Water Emergencies The Hotline fielded numerous calls concerning another busy hurricane season. Hotline staff coordinated with OGWDW personnel to continue to provide current information for the preparation and storage of drinking water for emergency purposes and information on the disinfection and use of drinking water during an emergency.
- Katrina Related Water Emergencies The EPA Office of Water (OW) coordinated with the Hotline to use its resources to disseminate information such as flood water testing results and potential drinking water contamination in the region affected by the hurricane. The Hotline was able to share information from Q&As developed by OW and by directing callers to EPA Web sites dedicated to information about Hurricane Katrina.
- Secondary Contaminants Citizens continually contacted the Hotline regarding the aesthetic quality of their drinking water. Many of the questions focused on the potential cause of aesthetic drinking water quality problems. In an effort to provide better guidance and referrals and provide more uniform responses among the Hotline staff, staff members used EPA resources to craft a series of questions and answers addressing common aesthetic drinking water concerns.

The SDW Hotline's staff of drinking water regulatory experts responded to an average of 92 questions each operating day of FY 2005, providing real-time assistance to Hotline users' questions regarding regulatory and policy clarifications, document requests, and referrals for additional sources of information. Questions were received from federal and state officials, non-governmental organizations, local public water system operators, and consumers, among others. Additionally, Spanish-speaking staff responded to over 260 requests for drinking water information from Spanish-speaking individuals. Information Specialists recommended thousands of documents, and processed requests for hard copies,

provided over 10,000 referrals to relevant agencies and organizations (when inquirers required information beyond the purview of the Hotline), and drafted 55 formal Questions and Answers and 28 <u>Federal Register</u> summaries.

The Hotline's mission of providing quality technical assistance continues to be enhanced through technological advances and operational improvements. The SDW Hotline phone system offers callers several self-serve options intended to provide useful information and reduce the hold time required to reach an Information Specialist. During this fiscal year, over 11,000 callers opted to hear recorded messages about consumer confidence reports, local drinking water quality and tap water testing for public water system (PWS) customers, and drinking water quality and tap water testing for household well owners. The phone system also provides an option for direct transfers to the Water System's Council Wellcare Hotline for callers seeking information on private household wells. Over 3,100 callers utilized this option.

In addition, The SDW Hotline offers a choice for callers to select a citizen's line for general inquiries and a technical line for more in-depth questions regarding SDWA regulations and programs. Over 11,000 callers selected the citizen's line and about 1,900 callers selected the technical line.

In order to provide real-time outreach service to water professionals, regulators, and the general public the Hotline must maintain the most current information and consistently strive to understand each caller's needs and interests. The SDW Hotline report, *Water Lines*, is published in response to those needs. *Water Lines* contains typical questions answered by Hotline staff, abstracts of pertinent Federal Register entries, call, e-mail, and ECSS incident statistics, caller profiles, and water facts. The FY 2005 Safe Drinking Water Hotline Annual Report is a review of the cumulative statistics, trend analyses, Questions and Answers, and Federal Register summaries gathered from the *Water Lines* reports.

Note: Booz Allen Hamilton produces three quarterly issues of *Water Lines*. Information from the fourth quarter of each fiscal year is incorporated into this annual report, which is a cumulative review of the fiscal year. This annual report includes an addendum of statistics for the fourth quarter of the fiscal year.

Hotline Annual Statistics Summary

The Safe Drinking Water Hotline answers questions, via telephone and through the ECSS application, related to the Safe Drinking Water Act and the National Primary Drinking Water Regulations. The Hotline previously responded to questions through e-mail but discontinued the practice in favor of ECSS. ECSS is an interactive knowledge base, accessible through the Office of Ground Water and Drinking Water's Web site, that allows Web users the opportunity to search for answers to common questions or to submit a question to the Hotline. Hotline Information Specialists also assist customers in accessing relevant regulations, Federal Register notices, and EPA guidance documents, via Internet and in hard copy, and by providing helpful referrals for questions beyond the Hotline's purview. Additionally, the Hotline offers its services in both English and Spanish. During FY 2005, the Hotline responded to 13,197 telephone calls, and 960 electronic correspondence (i.e., e-mails and ECSS incidents combined). A single call or electronic correspondence often generates multiple questions, and a total of 23,702 questions were answered by the Hotline in FY 2005. Detailed statistics of the breakdown in type of callers and the topics of questions asked are included in the Hotline Annual Statistics section of this report

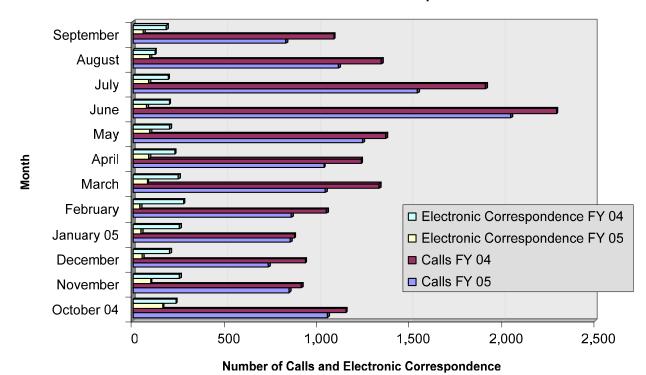
Telephone Calls and Electronic Correspondence Comparison: The telephone call and electronic correspondence volumes for FY 2005 are lower than the total volumes received during FY 2004. This is possibly attributed to an increase in the use of the Internet to obtain documents and general information as well as increased familiarity with consumer confidence reporting and a decrease in significant regulatory development over the past year.

Contact Mode	FY 2005	FY 2004
Calls	13,197	15,488
E-mails*	472	2,574
ECSS Incidents	488	0*
Total	14,157	18,062

^{*} The Hotline transitioned from e-mail correspondence to ECSS correspondence during FY 2005.

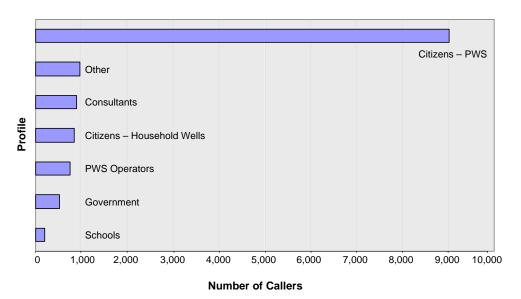
The following chart illustrates the distribution of calls and electronic correspondence in FY 2005, compared to FY 2004. The total number of calls peaked in June and July due to the annual distribution of consumer confidence reports.

Distribution of Calls and Electronic Correspondence

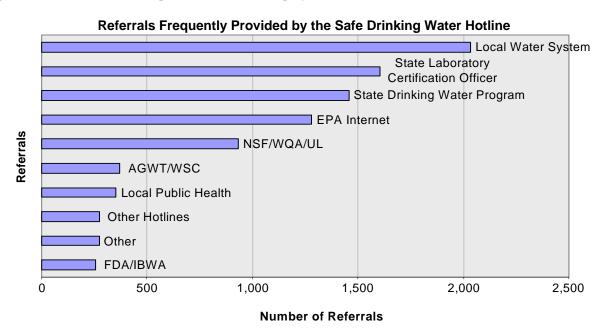


Caller Profiles: As illustrated by the chart below, the Hotline serves a diverse group of customers. Of the more than 13,000 calls received during the FY 2005, the largest category of Hotline customers, by far, are citizens who obtain their drinking water from public water systems. Citizens are followed by others, consultants, citizens who obtain their water from a private household well, PWS operators, government officials, and academic institutions. The "other" category in the chart below includes analytical laboratories, people who accessed the Hotline from other countries, environmental groups, individuals who communicated with Hotline staff in Spanish, medical professionals, and news media representatives.

Caller Profiles



Top Ten Referrals: Referrals are often provided when questions require input from state and local water programs, not-for-profit organizations, or other federal agencies. In FY 2005, the Hotline provided over 10,000 referrals, including EPA's Web site for frequently requested documents, state laboratory certification offices for questions regarding tap water testing, and local water systems for water system specific information. The top ten referrals are displayed below.



Top Ten Caller Topics: Year after year, certain issues, such as local drinking water quality and tap water testing, consistently top the list of the most frequently discussed topics at the Safe Drinking Water Hotline. The table below lists the ten topics that were most frequently discussed with Hotline callers during FY 2005.

Торіс	Questions	Percent of Total Caller Questions**
Local Drinking Water Quality	3,624	16
Tap Water Testing	2,204*	10
Consumer Confidence Reports	2,139	9
Safe Drinking Water Act	1,432	6
Lead	1,118	5
Home Water Treatment Units	1,063	5
Public Notification	882	4
Complaints About PWSs	852	4
MCL List	745	3
Household Wells	707	3

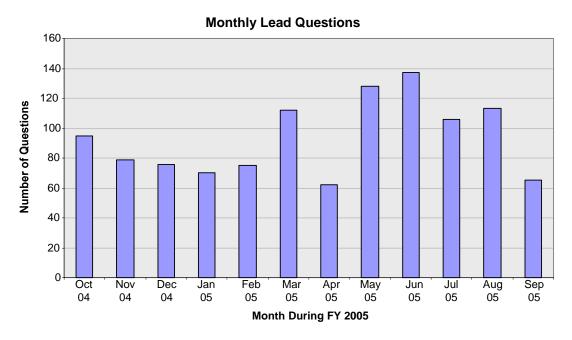
^{*} Citizens who obtain their drinking water from private household wells asked 13 percent of the tap water testing questions.

^{**} Callers asked a total of 22,567 questions.

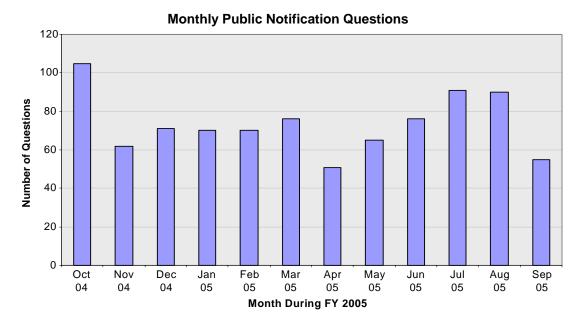
Annual Trends

The Hotline staff gathers general statistical data on the calls to which it responds. These data, combined with the staff members' insight and observations, provide a unique opportunity to identify and analyze trends in the number and types of Hotline inquiries. Some examples of these trends are illustrated below.

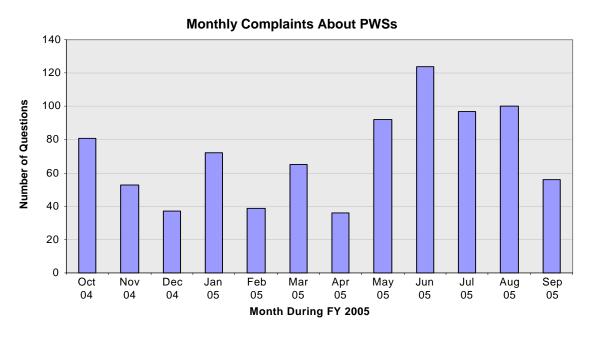
Lead Questions: Questions about lead in drinking water are consistently among the most frequently asked questions of the Safe Drinking Water Hotline. The particularly high volume of lead questions received in March 2005 was influenced by a wide variety of questions about lead such as how to test for it in homes, how to test for it in schools, the source, and health effects. The increase in lead questions during June and July 2005 can be attributed to the nationwide distribution of CCRs, which include specific language about lead as a contaminant of concern.



Public Notification Questions: The Safe Drinking Water Hotline receives numerous questions about public notices issued by PWSs due to a violation of drinking water regulations. Even though PWSs are not required to include the Hotline as an information resource, many typically include the toll-free number as a reference for additional information. Questions range from the meaning of the notice to clarification of specific content of a notice. For example, notices for a coliform MCL violation often include additional language directed to persons with severely compromised immune systems, infants, and the elderly. The language includes a reference to the Hotline as a resource for guidelines on reducing the risk of infection by microbes. The spike in calls about public notifications for the month of October 2004 can be attributed to numerous questions about coliform bacteria notices and boil water advisories.

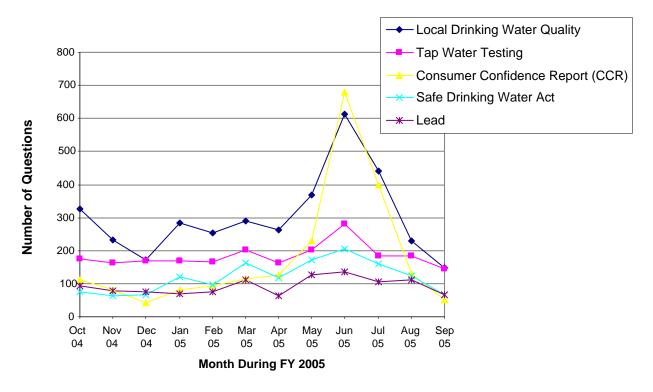


Complaints About Public Water Systems: The Hotline receives many questions regarding citizen concerns about their drinking water quality. In addition, many callers complain about various aspects of the public water system such as the quality of the water being provided, inattention to customers' requests, lack of information, and delays in public notification. The increase in complaints received during the months of May to August 2005 can be attributed to the receipt of consumer confidence reports by customers. The reports provide a vehicle for customers to voice complaints by providing contact information for both the local water system and the Safe Drinking Water Hotline.



Monthly Trends: The top five commonly asked questions concern local drinking water quality, tap water testing, local drinking water quality, consumer confidence reports (CCRs), the Safe Drinking Water Act, and lead in drinking water. The following chart illustrates the distribution of those questions throughout FY 2005. The dramatic increase in CCR questions and local drinking water quality questions in June and July coincided with the nationwide distribution of the reports.

Monthly Trends in Water Quality Topics



Questions and Answers

The following questions and answers, organized by subject, represent the range of questions addressed by the Hotline on a variety of topics. These questions were included in FY 2005 quarterly Hotline reports. Questions addressed during the fourth quarter of FY 2005 are noted with an asterisk (*) and were not included in any previous reports.

General Information

- *Q: What are the potential health concerns with drinking water from a garden hose?
- **A:** A standard vinyl garden hose has substances in it to keep it flexible. These chemicals, which may get into the water as it passes through the hose, could be detrimental to human health. In addition, the outside thread openings at the end of the hose could be covered with germs.
- **Q:** How is EPA celebrating the 30th anniversary of the 1974 Safe Drinking Water Act (SDWA)?
- A: EPA has developed special materials to commemorate the SDWA 30th anniversary, including two articles and a series of fact sheets. The articles discuss the success stories of three communities working to protect drinking water and the progress that EPA and the United States have made towards providing safe drinking water. The fact sheets provide basic information about the SDWA, as well as information about specific drinking water topics such as costs, standards, treatment, monitoring, compliance and enforcement, source water protection, underground injection wells, and public involvement. Throughout 2005, EPA will also celebrate the success of the SDWA and conduct an educational campaign focused on four themes: "Community Water Systems: The Backbone of Public Health;" "Protecting Sources of Drinking Water;" "Public Involvement in Safe Drinking Water;" and "Planning for the Future." More information about the 30th anniversary of the Safe Drinking Water Act is available at www.epa.gov/safewater/sdwa/30th.
- **Q:** What is the Partnership for Safe Water?
- A: The Partnership for Safe Water is a unique cooperative effort between EPA, American Water Works Association (AWWA), Association of Metropolitan Water Agencies (AMWA), National Association of Water Companies (NAWC), and

- Association of State Drinking Water Administrators (ASDWA). The Partnership encourages and assists water suppliers to voluntarily enhance their water systems performance for greater control of Cryptosporidium, Giardia and other microbial contaminants. The Partnership has developed tools to facilitate improved performance, such as an awards program and a self-assessment procedure for the systematic analysis, identification, and correction of factors that could limit the performance of the treatment system. More information about the Partnership is available from EPA at www.epa.gov/safewater/ psw/psw.html or from AWWA at www.awwa.org/science/partnership. Information about AMWA is available at www.amwa.net, NAWC is available at www.nawc.org, and ASDWA is available at www.asdwa.org.
- **Q:** Does the Safe Drinking Water Act (SDWA) require public water systems to establish backflow prevention and cross-connection control programs?
- A: The SDWA does not require public water systems to establish and maintain a backflow prevention or a cross-connection control program. However, since backflow contamination could be responsible for a water system's failure to maintain SDWA standards, EPA has published the *Cross-Connection Control Manual* (EPA816-R-03-002; February 2003) to help systems identify scenarios that are susceptible to contamination. The manual also outlines several backflow prevention techniques. The manual and additional information can be found at www.epa.gov/safewater/crossconnection.html.
- **Q:** What is the Safe Drinking Water Information System (SDWIS), and what information is available through SDWIS?
- A: The federal version of SDWIS (SDWIS/FED) is a national regulatory compliance database that stores information about the country's drinking water supply. SDWIS/FED contains basic information on every public water system, including the name of the public water system; the type of area served by the water system (e.g., households, schools, or restaurants); the number of individuals served by the water system; the operating season of the water system (year round or seasonal); if a water system has violated any

national drinking water standards; and what follow-up actions, including enforcement actions, have been taken to address the violation. This information is collected and stored in SDWIS/FED in order to help EPA monitor the safety of the nation's drinking water supply, collect information on additional contaminants that may be regulated in the future, report information to the public and to Congress on the status of public drinking water, and help EPA and states determine when additional actions are necessary to protect drinking water (Information Available from the Safe Drinking Water Information System (SDWIS), EPA816-F-98-006; October 1998). Additional information regarding SDWIS/FED is available at www.epa.gov/safewater/databases.html.

- **Q:** Is imported bottled water regulated?
- A: All bottled water imported into the United States must adhere to United States Food and Drug Administration (FDA) standards and applicable state regulations. Information about bottled water importation is available from the International Bottled Water Association at www.bottledwater.org/public/BWFactsHome_main.htm and from FDA at www.cfsan.fda.gov/~lrd/imports.html.
- **Q:** Does EPA require registration of home water treatment units?
- A: EPA only requires registration of home water treatment unit filters that incorporate a disinfectant to inhibit microbial growth. The disinfectant is considered a pesticide under the Federal Insecticide, Fungicide, and Rodenticide Act, thereby requiring registration through the EPA Office of Pesticide Programs, Antimicrobial Division (*Home Water Treatment Units: Filtering Fact from Fiction*, EPA570-9-90-HHH; September 1990).
- **Q:** What does EPA registration of home water treatment units indicate?
- A: EPA requires registration of certain filters in home water treatment units that incorporate a disinfectant to inhibit microbial growth. This registration indicates that the manufacturer has shown that the pesticide will not cause adverse health effects when used as directed. Registration does not indicate that EPA approves or endorses a home water treatment unit; any such claim that EPA approves or endorses home water treatment units is false (*Home Water Treatment Units*:

Filtering Fact from Fiction, EPA570-9-90-HHH; September 1990).

Drinking Water State Revolving Fund

- **Q:** What is the Drinking Water State Revolving Fund (DWSRF)?
- A: Congress established the DWSRF as part of the 1996 Safe Drinking Water Act (SDWA) Amendments. The goal of the program is to provide states with a financing mechanism for ensuring safe drinking water to the public. Since federal fiscal year 1998, the SDWA has required that EPA distribute grant funding to each state based on the state's proportional share of the total eligible needs reported for the most recent Drinking Water Infrastructure Needs Survey. States can use the grant money awarded to them to set up an infrastructure funding account and subsequently provide assistance to public water systems. Loans made under the program can have interest rates between zero percent and market rate and repayment terms of up to twenty years. Loan repayments to the state will provide a continuing source of infrastructure financing. The program also places an emphasis on small and disadvantaged communities and on programs that emphasize prevention as a tool for ensuring safe drinking water. More information about the DWSRF is available at www.epa.gov/safewater/ dwsrf.
- **Q:** Where can I find information regarding Drinking Water State Revolving Fund (DWSRF) allotments?
- A: The Drinking Water State Revolving Fund (DWSRF) allotments for states, tribes, and territories are available through the DWSRF Annual Allotments Web site at www.epa.gov/safewater/dwsrf/allotments. This page has links to allotments for fiscal years 2002 through 2005. Links to related topics such as fact sheets and pertinent Federal Registers are also available from this Web site.

The allotments are based on the Drinking Water Infrastructure Needs Survey conducted by EPA and reported to Congress every four years. The amount of DWSRF program funding for fiscal year 2005 is \$843,200,000. The current funding reflects the needs identified in the second report to Congress released in 2001. A third report to Congress will be released in 2005 and the results will be used to calculate state grant allotments for

appropriations made in fiscal years 2006 through 2009.

Maximum Contaminant Levels (MCLs)

- *Q: EPA issued an administrative stay postponing the effective date for the maximum contaminant level for aldicarb. Do public water systems have to monitor for aldicarb during the administrative stay?
- A: Public water systems must sample and analyze for all contaminants listed in 40 CFR 141.61(c), which includes aldicarb as well as aldicarb sulfoxide and aldicarb sulfone. Monitoring for aldicarb, aldicarb sulfoxide, and aldicarb sulfone must be conducted in accordance with the monitoring requirements for unregulated contaminants in 40 CFR 141.40 (40 CFR 141.24(h) Footnote 7).
- **Q:** Can a public water system composite monitoring samples to determine compliance with the maximum contaminant levels (MCLs)?
- A: The state may reduce the total number of samples that must be analyzed by allowing the use of compositing for both inorganic and organic chemicals. Composite samples from a maximum of five samples are allowed, provided that the detection limit of the method used for analysis is less than one-fifth of the MCL. Compositing of samples must be done in the laboratory (40 CFR 141.23(a)(4) and 40 CFR 141.24(f)(14)). For organic chemicals, compositing of samples must be analyzed within fourteen days of sample collection (40 CFR 141.24(f)(14)).
- **Q:** Do maximum contaminant levels (MCLs) apply to drinking water at a free-flowing tap?
- A: EPA believes that Congress intended MCLs to apply to water at the tap; however, EPA has discretion to require monitoring at other locations as long as such monitoring is representative of levels at the tap. In addition, EPA concludes that Congress did not authorize EPA to hold public water systems liable for tap levels to the extent they are due to conditions in the distribution system that are outside the system's control (56 FR 26460, 26477; July 7, 1991).

- **Q:** Has EPA promulgated a maximum contaminant level (MCL) and maximum contaminant level goal (MCLG) for nickel?
- A: EPA promulgated an MCL and MCLG of 0.1 mg/L for nickel on July 17, 1992 (57 FR 31776). However, in September 1992, the Nickel Development Institute challenged the methodology used to establish the MCL and MCLG in a petition to the U.S. Court of Appeals. Subsequently, EPA agreed with the challenge and filed a joint motion along with the nickel industry petitioners to voluntarily remand the MCL and MCLG on February 9, 1995. The court granted the motion and the remand became effective on the same date. All other rules pertaining to nickel, including monitoring requirements and best available treatment technology development, remain in effect (60 FR 33929; June 29, 1995).
- **Q:** What is the relative source contribution (RSC) with regard to development of drinking water standards?
- **A:** The RSC represents the portion of an individual's daily exposure to a contaminant attributed to drinking water. Individuals can be exposed to a contaminant through sources other than drinking water, such as food or air. EPA accounts for these other contributions when calculating the maximum contaminant level goal by incorporating the RSC into the calculation (54 <u>FR</u> 22062, 22069; May 22, 1989).
- **Q:** How does EPA estimate the relative source contribution (RSC)?
- **A:** EPA uses the following approach to estimate the RSC when calculating the maximum contaminant level goal (MCLG) for a particular contaminant:

Where sufficient data are not available on the relative contribution of total exposure from each source of a contaminant, EPA estimates the drinking water contribution at twenty percent of the total daily exposure (54 <u>FR</u> 22062, 22069; May 22, 1989).

Where sufficient data are available on the relative contribution of total exposure from each source of a contaminant, EPA uses the data as follows to estimate the RSC to calculate the MCLG:

For drinking water contributions between eighty and one hundred percent, EPA uses an eighty percent "ceiling" (i.e., maximum drinking water contribution). The "ceiling" accounts for the

possibility of unusual exposures (e.g., individuals exposed to higher than currently indicated levels of a contaminant in food) or for changes in the distribution of a contaminant in the environment. The "ceiling" provides a margin of safety for those individuals.

For drinking water contributions between twenty and eighty percent, EPA uses the actual data as the estimate for the RSC.

For drinking water contributions less than twenty percent, EPA uses a twenty percent "floor" (i.e., minimum drinking water contribution). The "floor" represents a level below which additional incremental protection is negligible. It also indicates that control of other more contaminated media (e.g., air) will have greater reduction in daily exposure (56 <u>FR</u> 3526, 3535; January 30, 1991).

Consumer Confidence Report (CCR)

- **Q:** Are community water systems required to provide a translated copy of the consumer confidence report (CCR) in languages other than English (e.g., Spanish)?
- A: In communities with a large proportion of non-English speaking residents, as determined by the primacy agency, community water systems (CWSs) must include information in the appropriate language regarding the importance of the CCR or a telephone number or address where such residents may contact the CWS to obtain a translated copy of the report or assistance in the appropriate language (40 CFR 141.153(h)). Additional information on the requirements for CCRs is available at www.epa.gov/safewater/ccr1.html.
- **Q:** If a community water system (CWS) is operating under the terms of a variance or exemption, are they required to include information about it on their consumer confidence report (CCR)?
- A: If a CWS is operating under a variance or exemption, they must include in their CCR an explanation of the reasons for the variance or exemption, the date on which it was issued, the steps that the CWS is taking to comply with the terms of the variance or exemption, and a notice of any opportunity for public input in the review, or renewal, of the variance or exemption (40 CFR 141.153(g)). Additional information on the requirements for CCRs is available at www.epa.gov/safewater/ccr1.html.

- **Q:** How must a community water system (CWS) present the number of positive samples for coliform in their consumer confidence report (CCR)?
- A: For total coliform, a CWS must include in their CCR the highest monthly percentage of positive samples, or the highest monthly number of positive samples if they collect fewer than forty samples per month (40 CFR 141.153(d)(4)(vii)). For fecal coliform, a CWS must include the total number of positive samples (40 CFR 141.153(d)(4)(viii)). Additional information on the requirements for CCRs is available at www.epa.gov/safewater/ccr1.html.

Lead and Copper

- *Q: A public water system that conducts water sampling for lead under the Lead and Copper Rule (LCR) is required to take first-draw samples every six months from a pool of targeted sampling sites (locations that may be susceptible to high concentrations of lead or copper). Are first-draw samples for lead under the LCR to be taken from the same location every six months or can the locations vary within the sampling pool?
- A: A water system shall collect each first-draw sample from the same sampling site from which it collected a previous sample (40 CFR 141.86(b)(4)). Once sampling begins, the same site must be used unless it is no longer accessible or no longer fits the requirements of a priority site (e.g.; the lead service line that served the site was replaced). Information on lead and copper sampling requirements can be found in the *Lead and Copper Monitoring and Reporting Guidance for Public Water Systems* (EPA816-R-02-009; February 2002) and is available at www.epa.gov/safewater/lcrmr/implement.html.
- **Q:** What are the lead and copper recordkeeping requirements for public water systems subject to 40 CFR Part 141, Subpart I?
- A: Any system subject to the 40 CFR Part 141, Subpart I, lead and copper requirements must retain on its premises original records of all sampling data and analyses, reports, surveys, letters, evaluations, schedules, state determinations, and any other information required by 40 CFR 141.81 through 40 CFR 141.88. Water systems must retain these records for at least twelve years (40 CFR 141.91). The Subpart I requirements apply to community water

- systems and non-transient, non-community water systems (40 CFR 141.80(a)).
- Q: If a public water system exceeds the action level for lead or copper in a monitoring period, would this constitute a violation of the National Primary Drinking Water Regulations? If so, would this trigger any public notification requirements?
- A: An action level exceedance is not a violation and does not trigger public notification requirements (*Lead and Copper Monitoring and Reporting Guidance for Public Water Systems*, EPA816-R-02-009, February 2002). However, if a public water system exceeds the lead action level, the facility must deliver public education information to their customers (40 CFR 141.85). This information must include information about the health effects of lead, how lead can enter into drinking water, and steps that consumers can take in the home to reduce exposure to lead in drinking water (40 CFR 141.85(a)(1)).

Microbials and Disinfection Byproducts (M/DBP)

- **Q:** Why are microorganisms such as *Giardia*, *Legionella*, and viruses regulated through at treatment technique rather than a maximum contaminant level?
- **A:** EPA believes it is not economically or technologically feasible to measure (i.e., monitor) for Giardia, Legionella, and viruses in drinking water and therefore, regulate using a standard because: available analytical methods require levels of expertise that water system personnel generally do not have; analysis by independent laboratories is generally very expensive; sample validation procedures have not yet been established: systems would have to take inordinately large numbers and frequent samples of water to ensure no significant health risk (e.g., failure to detect *Giardia* in one or a few samples does not provide assurance that Giardia does not occur at significant levels in the water supply); and it is not possible to assure that the microorganisms will be detected using a monitoring program before they actually cause or contribute to an increased risk to health (52 FR 42178, 42180; November 3, 1987).

- **Q:** Is there a maximum contaminant level (MCL) for heterotrophic plate count (HPC) in drinking water?
- A: EPA has not promulgated nor proposed an MCL for HPC. The Safe Drinking Water Act requires EPA to promulgate an MCL as close to the maximum contaminant level goal (MCLG) as feasible when EPA develops an MCLG for a particular contaminant (SDWA 1412(b)(4)(B)). EPA cannot specify a scientifically rational MCLG for HPC (other than zero) at which no adverse health effects occur because HPC analysis measures both pathogenic and harmless (innocuous) bacteria. Drinking water with any level of HPC might contain numerous, few, or no pathogens.

EPA considers the health benefits of complying with a bacteria concentration near zero versus some higher level (e.g., 500/mL) as unquantifiable and probably negligible. Additionally, excessive amounts of disinfectant would be needed to achieve such a level and could result in excessive levels of disinfection byproducts (which carry their own health risks) in finished drinking water. Based on these considerations, EPA did not propose an MCLG for HPC and therefore, did not propose an MCL (52 FR 42178, 42180; November 3, 1987).

- **Q:** What is a cfu (i.e., colony forming unit)?
- **A:** A colony forming unit or cfu is a cell or cluster of two or more attached sister cells capable of multiplying to form a macroscopic colony of cells (i.e., large enough to be visible to the naked eye).

Radionuclides

- **Q:** What is the health risk from showering with water contaminated with radon?
- A: The National Academy of Sciences (NAS) and EPA conclude that the risk to humans from radon released during showering is likely to be small. This is because the inhalation risk (i.e., cancer risk) of radon is due almost entirely to radon progeny rather than radon itself, and it takes time (several hours) for radon progeny to build up to levels of high risk from the decay of radon.

During a typical shower lasting about ten minutes, the level of progeny reaches only a small percentage of the maximum possible level. Showering is one of many indoor water uses that contribute to the occurrence of radon in indoor air, but hazards from inhalation of radon during showering are not of special concern (64 <u>FR</u> 59246, 59317; November 2, 1999).

Underground Injection Control (UIC)

- **Q:** How does the underground injection control (UIC) program help protect sources of drinking water?
- **A:** The UIC program is a crucial component of the source water assessment and protection program because it identifies, permits, and regulates the design, siting, operation, and maintenance of injection wells that are designed to dispose of waste underground. It is the major federal and state program to control approximately 800,000 wells with the potential to contaminate drinking water sources if not properly managed. The program identifies those wells that are considered potential contaminant sources in any source water assessment and protection program contaminant source inventory. For example, all new motor vehicle waste disposal wells (e.g., service station bay floor drains) and all new large-capacity cesspools (e.g., serving multiple dwellings or single units serving more than twenty persons per day) were banned as of April 2000. The Safe Drinking Water Act requires EPA to provide safeguards so that injection wells or other similar conveyance systems do not endanger current and future underground sources of drinking water (USDWs).

Through the UIC program, EPA has developed minimum federal standards to regulate wells that range from deep, technically-sophisticated and highly-monitored wells, to shallow on-site drainage systems such as septic systems, cesspools, and storm water drainage wells. These requirements also cover wells that discharge a variety of hazardous and non-hazardous fluids above, into, or below aquifers.

EPA's main concern relative to the source water assessment and protection program is the large inventory of Class V UIC wells – typically shallow on-site drainage systems such as septic systems, cesspools, and storm water drainage wells. They are a concern because their simple construction provides little or no treatment of the injected fluids. There are more than 500,000 Class V wells in operation (*Consider the Source: A Pocket Guide to Protecting Your Drinking Water*, EPA 816-K-02-002, June 2002).

- **Q:** Does the Safe Drinking Water Act (SDWA) regulate single-family residential septic systems?
- A: The SDWA does not regulate single family residential septic systems. The SDWA Underground Injection Control (UIC) Program regulates owners and operators of septic system wells used to inject the waste or effluent from a multiple dwelling, business establishment, community, or regional business septic tank. The UIC requirements do not apply to single-family residential septic system wells, nor to nonresidential septic system wells that are used solely for the disposal of sanitary waste and have the capacity to serve fewer than twenty persons per day (40 CFR 144.81(9)). However, most states and localities regulate the siting, design, and construction of septic systems. State or local health departments can provide information on septic system regulations in their state or community. Additional information regarding septic systems and state and local contacts are available at www.epa.gov/owm/septic.
- Q: Sections 1422 and 1425 of the Safe Drinking Water Act allow EPA to award primary enforcement responsibility (i.e., primacy) for the Underground Injection Control (UIC) program to states. Where can I find a list of states that have been delegated primacy for the UIC program?
- A: A list of states that have been delegated the authority to implement the UIC program is available at www.epa.gov/safewater/uic/primacy2.html. This list also specifies whether the state has primacy for all classes of UIC wells, only Class II wells, or for all wells except Class II (Classes I, III, IV, and V). In addition, 40 CFR Part 147 codifies the state UIC program descriptions and outlines which aspects of the UIC programs are overseen by EPA and which are delegated to the states.

Unregulated Contaminant Monitoring

- **Q:** What method can laboratories use for analysis of perchlorate?
- **A:** EPA Method 314.0 "Determination of Perchlorate in Drinking Water Using Ion Chromatography" can be used for the analysis of perchlorate. In this method, perchlorate is separated and measured using a system comprised of an ion chromatographic pump, sample injection valve, guard column, analytical column, suppressor device, and conductivity detector (65 FR 11372, 11374; March 2, 2000). Additional information

- regarding the analysis of perchlorate is available at www.epa.gov/safewater/standard/ucmr/ aprvlabs.html
- **Q:** How can a laboratory become approved for Unregulated Contaminant Monitoring Regulation (UCMR) perchlorate analysis?
- A: Laboratories interested in becoming an approved laboratory for UCMR perchlorate analysis were required to participate in a Performance Testing (PT) Study and submit a request letter to EPA by March 31, 2000. EPA will not be able to consider any letters received after this date. Any interested laboratory that did not meet this deadline or failed to successfully pass the initial PT study was required to submit a request letter by October 6, 2000, in order to be eligible for a second PT study (65 FR 11372; March 2, 2000). The laboratories listed on the Office of Ground Water and Drinking Water Web site (www.epa.gov/ safewater/standard/ucmr/aprvlabs.html) have successfully completed and passed the EPAcoordinated Spring or Fall 2000 Perchlorate Performance Testing (PT) Study and been approved to conduct perchlorate analysis in support of UCMR.

Vulnerability Assessments

- *Q: Does the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 (Bioterrorism Act) require public water systems that prepared vulnerability assessments and emergency response plans to update their assessments and plans?
- A: Although it is not a requirement of the Bioterrorism Act, EPA strongly encourages water systems to regularly review and update their vulnerability assessments and emergency response plans. EPA has developed guidance for public water systems to update their vulnerability assessments and emergency response plans, such as documents, videos, CD-ROMs, and the Response Protocol Toolbox. Additional information, including links to guidance from other sources, is available on the Water Security Web site at www.epa.gov/safewater/watersecurity.

Private Household Wells

- *Q: What concerns should citizens have after a flood if they have a private household well?
- A: Well owners should stay away from the well pump while flooded to avoid electric shock. In addition, the well owner should not drink or wash from the flooded well to avoid becoming sick. Before using water from the well, the owner should obtain assistance from a well or pump contractor to clean and turn on the pump. After the pump is turned back on, the owner should pump the well until the water runs clear to rid the well of flood water. If the water does not run clear, seek advice from the county or state health department or extension service for addressing the problem. Detailed information for well owners after a flood is available at www.epa.gov/safewater/privatewells/whatdo.html.
- **Q:** Does the Safe Drinking Water Act (SDWA) regulate private household drinking water wells?
- A: The SDWA only applies to public water systems, not to private household drinking water wells. However, EPA does recommend that household well owners test annually for nitrates, total coliform bacteria, pH, and total dissolved solids. Well owners should also check annually with a local agency such as a health or agricultural department to determine if there are any specific contaminants of concern in their local area (e.g., pesticides or fertilizers). In addition, state or local government may regulate private wells. Links to state Web sites and other information about private household drinking water wells is available from EPA at www.epa.gov/safewater/privatewells.

Information is also available from non-profit organizations that work with private well owners, such as the Water Systems Council's wellcare Hotline, or the American Ground Water Trust (AGWT). The wellcare Hotline is available online at www.watersystemscouncil.org/wellcarehotline or by contacting (888) 395-1033. AGWT is available online at www.agwt.org or by contacting (800) 423-7748.

- **Q:** How can I identify potential sources of pollution for my private household well?
- **A:** Private household well owners should conduct a survey around the well to identify potential sources of contamination. As part of the survey, well owners should determine if there is livestock

nearby, if pesticides are used on nearby agricultural crops or nurseries, if lawn fertilizer is used near the well, if the well is downstream from a septic system, if the well is located near a road that is frequently salted or sprayed with de-icers during the winter, or if household wastes or used motor oil is disposed of on the land surrounding the well. In addition to the immediate area around a well, the owner should investigate other possible sources of contamination that may already be part of the community or may be moving into the area. Consulting with local experts, such as the local health department, agricultural extension agents, nearby water systems, and local university geologists, can assist in determining potential sources of contamination. Well owners should also attend any local planning or appeal hearings to learn more about the construction of facilities that may pollute the local drinking water, and ask to see the environmental impact statement on the project. Additional information is available at www.epa.gov/safewater/privatewells/ whatyoucando.html.

Primacy

- Q: States with primary enforcement responsibility (primacy states) are required to adopt drinking water regulations no less stringent than the national primary drinking water regulations set by EPA (SDWA 1413(a)(1)). Are primacy states also required to adopt secondary drinking water standards no less stringent that the national secondary drinking water regulations?
- A: States are not required to adopt secondary drinking water regulations no less stringent than the federal regulations. States may establish higher or lower levels as appropriate to their particular circumstances and local conditions such as unavailability of alternate raw water sources or other compelling factors, provided that the levels adequately protect public health and welfare (44 FR 42195; July 17, 1979).
- Q: Section 1413 of the Safe Drinking Water Act allows EPA to award primary enforcement responsibility (i.e., primacy) for the Public Water System Supervision (PWSS) program to states and tribes. Which states and tribes have primacy for the PWSS program?
- A: Currently, all states have primacy for the PWSS program, except for Wyoming and Washington, D.C. The Navajo Nation is the only tribe that has obtained primacy for the PWSS program. Additional information about primacy for the

PWSS program is available at www.epa.gov/safewater/pws/primacy.htm. Information regarding tribes and the PWSS program is available at www.epa.gov/safewater/tribal/history.html.

Secondary Contaminants

- Q: We have a water softener that sets the softening cycle based on grains per gallon of hardness. Our water system provided a hardness value in mg/L. What is the conversion factor for mg/L of hardness to grains per gallon of hardness?
- **A:** One grain per gallon of hardness is equivalent to 17.1 mg/L (calcium carbonate equivalent).
- **Q:** Are there any concerns for customers using drinking water with a pH outside the EPA recommended range of 6.5 to 8.5?
- A: From a health effects standpoint, a wide range of pH values can be tolerated by persons consuming water. However, values outside the range of the secondary standards of 6.5 to 8.5 can cause increased corrosivity. Corrosive water tends to dissolve metals (e.g., lead, copper) with which it comes into contact. Elevated levels of metals such as lead in drinking water are known to cause adverse health effects. Additionally, at high pH values, the ability of chlorine to provide disinfection protection diminishes and the formation of halogens (e.g., trihalomethanes) increases (42 FR 17143; March 31, 1977).
- **Q:** What causes the water in my bathtub to have a reddish-brown tint?
- **A:** A reddish-brown tint to the water is usually associated with iron contamination. Small amounts of iron are often found in water because of the large amount of iron present in the soil and because corrosive water will pick up iron from pipes. When water containing colorless, dissolved iron is allowed to stand in a cooking container, sink, or bathtub, the iron combines with oxygen from the air to form reddish-brown particles, commonly called rust, and give the water a reddish-brown tint. Additional information regarding iron contamination in water is available at www.nesc.wvu.edu/ndwc. In order to determine whether iron contamination is discoloring your water, contact your water provider and inquire about the presence of iron in the drinking water. If you have a household well, you may want to have your water tested for iron. You may contact your state certification officer to

get a list of certified laboratories in your state that can test your water. A list of state certification officers is available at www.epa.gov/safewater/fag/sco.html.

- **Q:** What can cause blue-green stains on items in contact with tap water?
- A: Copper can produce blue-green stains on sinks, porcelain bathroom fixtures, and even on laundry. Copper levels above 1.0 mg/L can produce a metallic taste, a blue-green color, and a possible odor to the water. Copper plumbing is usually the source of copper in drinking water. Copper is an essential nutrient in the normal diet and ingestion of small amounts of copper is not considered toxic (42 FR 17143, 17144; March 31, 1977). However, persons with Wilson's Disease, a copper metabolism disorder, can be adversely affected by even trace amounts of copper. EPA set a non-enforceable secondary maximum contaminant level of 1.0 mg/L for copper in order to prevent aesthetic effects (e.g., taste, smell, color) and cosmetic affects (e.g., skin or tooth discoloration). EPA set an enforceable action level of 1.3 mg/L to prevent adverse health effects (National Secondary Drinking Water Regulations, EPA570-9-76-000, June 1984). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/ 2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause red or brown stains on items in contact with tap water?
- A: Iron can produce rusty brown stains on plumbing fixtures, fabrics, dishes, and utensils when it combines with oxygen in the water (*Manual of Small Public Water Supply Systems*, EPA570-9-91-003, May 1991). Iron also produces a noticeable bitter or metallic taste in water, food, and beverages such as coffee and tea. The daily nutritional requirement for iron is 1-2 mg, yet the average diet contains 16 mg (*National Secondary Drinking Water Regulations*, EPA570-9-76-000, June 1984). The amount of iron causing staining or objectionable taste is only a small fraction of

the normal daily intake and does not have toxicological significance (42 FR 17143, 17144; March 31, 1977). EPA set a non-enforceable secondary maximum contaminant level of 0.3 mg/L. Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/2ndstandards.html.

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- **Q:** What can cause dark brown or black stains on items in contact with tap water?
- **A:** Manganese forms brownish-black particles in water that can stain plumbing fixtures, fabrics, dishes, and utensils when it combines with oxygen in water. Manganese can also produce a noticeable bitter, metallic taste in water, food, and beverages such as tea and coffee (Manual of Small Public Water Supply Systems, EPA570-9-91-003, May 1991). Manganese is an essential nutrient and it has been estimated that the daily intake from a normal diet is about 10 mg. Ingestion of manganese in moderate excess of the normal dietary level is not considered harmful (National Secondary Drinking Water Regulations, EPA570-9-76-000, June 1984). EPA set a nonenforceable secondary maximum contaminant level of 0.05 mg/L for manganese in order to prevent most aesthetic effects. Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/ 2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause a gray coloration of skin?
- **A:** Silver in drinking water can cause a discoloration of skin, eye, and mucous membranes known as argyria when ingested (*Manual of Small Public*

Water Supply Systems, EPA570-9-91-003, May 1991). Silver is seldom found at significant levels in water supplies and drinking water has never been identified as the cause of argyria in the United States. EPA considers argyria a cosmetic effect since it does not impair body function and only causes a gray discoloration. Silver does not affect the taste, odor, color, or appearance of the drinking water, nor is there evidence that the low level of silver that may be found in drinking water causes argyria. EPA has set a non-enforceable secondary maximum contaminant level of 0.1 mg/L to protect the welfare of the general public from the cosmetic effect of argyria (56 FR 3526, 35273; January 30, 1991). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/ 2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause a red or pink slime around plumbing fixtures?
- A: Iron bacteria can produce a slimy, rust-colored mass on plumbing fixtures and any surface that the water containing these organisms contacts. Iron bacteria give an unpleasant taste and odor to the water, discolor and spot fabrics and plumbing fixtures, reduce water flow through pipes, and clog pumps (Manual of Small Public Water Supply Systems, EPA570-9-91-003, May 1991). While the aesthetic problems caused by iron bacteria in drinking water may not directly represent a public health risk, the appearance of aesthetic problems may signal pipe deterioration or other issues that may represent, or lead to, a health concern (Health Risks from Microbial Growth and Biofilms in Drinking Water Distribution Systems, June 17, 2002). EPA has not set a standard for iron bacteria in drinking water. Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/ consumer/2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause mottling or discoloration of teeth?
- A: Fluoride in drinking water can cause white discoloration and mottling (pitting) of teeth in children. Fluoride is naturally present in some sources of drinking water; however, it can also be added to the distribution system by a public water system to promote healthy tooth development. High levels of fluoride (above 4.0 mg/L) may increase the risk of bone disease. EPA has set a non-enforceable secondary maximum contaminant level of 2.0 mg/L for fluoride to prevent cosmetic effects (e.g., mottling and discoloration of teeth). EPA has set an enforceable maximum contaminant level of 4.0 mg/L to prevent adverse health effects (e.g., bone disease) (Manual of Small Public Water Supply Systems, EPA570-9-91-003, May 1991). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/ 2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause tap water to smell like rotten eggs?
- A: The "rotten egg" odor in water may be caused by the presence of sulfate reducing bacteria in distribution lines or water heaters, or by the presence of dissolved hydrogen sulfide gas. In addition to the odor, hydrogen sulfide gas can cause black stains on plumbing fixtures and tarnish silverware. EPA has not set a primary standard for hydrogen sulfide in drinking water.

Additionally, a "rotten egg" odor associated with hot water may be due to magnesium rods in hot water heaters. The rod is a component of the water heater and the odor may be eliminated by removing the rod (*Manual of Small Public Water Supply Systems*, EPA570-9-91-003, May 1991). Information on National Secondary Drinking

Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause tap water to smell like bleach?
- A: Excessive chlorination used for disinfection of drinking water may produce a bleach odor in drinking water. It may also impart a chlorine bleach taste to the water. If the chlorine taste of the water is too strong, it can be reduced by allowing the water to stand exposed to the air for a few hours or by pouring it from one clean container to another several times (*Emergency Disinfection of Drinking Water*, EPA810-F-93-002, July 1993). Since there may not be any health effects associated with taste and odor problems, EPA does not have a statutory requirement to address this concern.

EPA has set a maximum residual disinfectant level of 4 mg/L for chlorine that is appropriate for preventing physiological health effects, such as eye and nose irritation and stomach discomfort (63 FR 69390, 69411; December 16, 1998). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause tap water to have a metallic taste?
- A: A metallic taste can be caused by manganese, iron, zinc, or copper. These metals often discolor tap water and can stain plumbing fixtures and clothing. EPA has set non-enforceable secondary maximum contaminant levels for these contaminants that will prevent most aesthetic and cosmetic effects. In addition, some of these

contaminants may have adverse health effects. EPA has set enforceable maximum contaminant levels for those contaminants that may cause adverse health effects (*Manual of Small Public Water Supply Systems*, EPA570-9-91-003, May 1991, and *National Secondary Drinking Water Regulations*, EPA570-9-76-000, June 1984). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/2ndstandards.html.

To determine what causes the aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certified laboratory for testing. A list of state certification officers and certified labs can be found at www.epa.gov/safewater/labs.

- **Q:** What can cause tap water to taste like salt?
- A: High chloride ion concentration can produce a salty taste in tap water. Chloride ions in high concentrations can also result in corrosion of piping. Various levels of chloride ions are detectable depending on an individual's sensitivity to chloride. EPA has set a nonenforceable secondary maximum contaminant level of 250 mg/L for chloride to prevent most aesthetic effects.

Sulfate concentrations can also produce a salty taste in tap water. Sulfates, such as magnesium sulfate and sodium sulfate, can have a laxative effect for persons who are not acclimated to the water and produce hard scales in boilers and water heaters. Sulfates are not easily removed from water; however, using an alternative water source or blending sources produces acceptable remedies for sulfates in drinking water. The only observed health effects above 500 mg/L has been the induction of diarrhea. EPA has set a nonenforceable secondary maximum contaminant level for sulfate of 250 mg/L to prevent most taste effects and prevent laxative effects in even the most sensitive consumers (Manual of Small Public Water Supply Systems, EPA570-9-91-003, May 1991). Information regarding the final determination to not develop National Primary Drinking Water Regulations for sulfate is available at www.epa.gov/safewater/ccl/ reg_determine1.html. Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/ 2ndstandards.html.

To determine what causes the aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certified laboratory for testing. A list of state certification officers and certified labs can be found at www.epa.gov/safewater/labs.

- **Q:** What can cause tap water to appear brown or black?
- **A:** Manganese can produce a black color in water when it combines with oxygen in the air. Manganese forms brownish-black particles in water that can stain plumbing fixtures, fabrics, dishes, and utensils. Manganese also gives a noticeable bitter, metallic taste to water, food, and beverages such as tea and coffee (Manual of Small Public Water Supply Systems, EPA570-9-91-003, May 1991). Manganese is an essential nutrient and has a daily intake of 10 mg. Ingestion of manganese in moderate excess of the normal dietary level is not considered harmful. Therefore, EPA has set a non-enforceable secondary maximum contaminant level of 0.05 mg/L for manganese in order to prevent most aesthetic effects (National Secondary Drinking Water Regulations, EPA570-9-76-000, June 1984). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/ consumer/2ndstandards.html.

To determine what causes the aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certified laboratory for testing. A list of state certification officers and certified labs can be found at www.ea.gov/safewater/labs.

- **Q:** What can cause tap water to appear red or orange?
- A: Iron can cause water to appear reddish-orange. Iron combines with oxygen to form reddish-brown particles in water that produce rusty brown stains on plumbing fixtures, fabrics, dishes, and utensils. Large concentrations of iron can produce iron sediments or deposits in the water. Iron also produces a noticeable bitter, metallic, or astringent taste in water, food, and beverages such as coffee and tea coffee (*Manual of Small Public Water Supply Systems*, EPA570-9-91-003, May 1991). The daily nutritional requirement for iron is 1-2 mg; however, the average diet contains 16 mg. EPA set a secondary maximum contaminant level of 0.3 mg/L to prevent most aesthetic effects

at a fraction of the normal consumption intake (*National Secondary Drinking Water Regulations*, EPA570-9-76-000, June 1984). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/2 2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause the tap water to be cloudy?
- A: Cloudy water can be caused by air bubbles.
 Cloudiness of water tends to clear up if it is let to stand. Cloudy water does not usually have affects on laundry or plumbing fixtures (*Manual of Small Public Water Supply Systems*, EPA570-9-91-003, May 1991). EPA has not set a secondary maximum contaminant level since there are no known adverse health effects from air bubbles in water. Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/safewater/consumer/2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause tap water to appear foamy?
- A: Foaming agents can cause water to foam or become frothy. Surfactants, synthetic organic chemicals, are one major class of substances that can cause foaming. These surfactants are commonly found as ingredients in household detergents. Water sources become contaminated with surfactants when they are disposed into sources of raw water. Another class of foaming agents are used in purification of raw water supplies by municipalities to degrade waste products. All foaming agents cause frothing at and above concentrations of 1 mg/L and will also cause the water to have an oily, fishy, or perfumelike taste (Secondary Drinking Water

Regulations: Guidance to Nuisance Contaminants, EPA810-K-92-001, July 1992). These agents are essentially odorless and the detectable characteristics are from the degradation of wastes rather than the agents themselves. Ingestion of doses above 50 mg/L, assuming a two liter per day consumption, may cause gastrointestinal irritation. EPA set a secondary maximum contaminant level of 0.5 mg/L to prevent the occurrence of visible foam. However, since the presence of foaming substances in drinking water is an indicator of sewage contamination, the appearance of visible foam should be investigated immediately (National Secondary Drinking Water Regulations, EPA570-9-76-000, June 1984). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/ safewater/consumer/2ndstandards.phtml.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

- **Q:** What can cause tap water to appear blue-green?
- **A:** Copper can produce a metallic taste, a blue-green color, and a possible odor to the water at levels above 1.0 mg/L. Copper can produce blue-green stains on sinks, porcelain bathroom fixtures, and even on laundry. Copper plumbing is usually the source of copper in drinking water. Copper is an essential nutrient in the normal diet and ingestion of small amounts of copper is not considered toxic (42 FR 17143, 17144; March 31, 1977). However, persons with Wilson's Disease, a copper metabolism disorder, can be adversely affected by even trace amounts of copper. EPA set a non-enforceable secondary maximum contaminant level of 1.0 mg/L for copper in order to prevent aesthetic effects (e.g., taste, smell, color). EPA set an enforceable action level of 1.3 mg/L to prevent adverse health effects (National Secondary Drinking Water Regulations, EPA570-9-76-000, June 1984). Information on National Secondary Drinking Water Regulations and nuisance chemicals is available at www.epa.gov/ safewater/consumer/2ndstandards.html.

To help determine the cause(s) of aesthetic or cosmetic effects from your drinking water, contact your local public water system. For private well owners, please contact a state certification officer for a listing of state certified laboratories for testing drinking water. A list of state certification officers is available at www.epa.gov/safewater/labs.

Federal Register Summaries

PROPOSED RULES

"Unregulated Contaminant Monitoring Regulation (UCMR) for Public Water Systems Revisions" August 22, 2005 (70 FR 49093)

EPA proposed the design for the second UCMR cycle. The Agency proposed to require monitoring of 26 chemicals using nine different analytical methods to occur from 2007 to 2011. This proposed action builds on the established structure of UCMR 1 and proposes some changes to the rule design. The primary changes to UCMR 1 include a redesign of the Screening Survey for List 2 contaminants to increase the statistical strength of the sampling results by incorporating additional PWSs; updates to the lists of contaminants to be monitored and the analytical methods approved to conduct that monitoring; revisions to the "data elements" required to be reported; and some revisions to the implementation of the monitoring program to reflect "lessons learned" during UCMR 1. A systematic procedure for the determination of a Minimum Reporting Level (MRL) is also being proposed. Implementation of the proposed action would benefit the environment by providing EPA and other interested parties with scientifically valid data on the occurrence of these contaminants in drinking water, permitting the assessment of the population potentially being exposed and the levels of that exposure. These data are the primary source of occurrence and exposure data for the Agency to determine whether to regulate these contaminants.

NOTICES

"Notice of a Public Meeting for an Expert Panel Workshop on Lead Service Line Replacement" October 4, 2004 (69 <u>FR</u> 59224)

EPA gave notice of an expert panel workshop to discuss issues associated with the Lead and Copper Rule. The workshop, held in Atlanta, GA, was to examine and discuss potential issues associated with lead service line replacement.

"National Drinking Water Advisory Council's Water Security Working Group Meeting Announcement"
October 15, 2004 (69 FR 61249)

EPA gave notice of the second public meeting of the Water Security Working Group (WSWG) of the National Drinking Water Advisory Council to be held in Arlington, VA, on October 27-29, 2004. The purpose of this meeting was to provide an opportunity for the WSWG members to continue deliberations on principles and program elements for drinking water and wastewater security programs.

"Notice of Tentative Approval of the Public Water System Supervision Program for the State of Wisconsin"
October 18, 2004 (69 FR 61379)

The Agency gave notice of approval of the revisions that the state of Wisconsin has made to its Public Water System Supervision Program, including the definition of "public water system", administrative penalty authority, the Consumer Confidence Rule, the Interim Enhanced Surface Water Treatment Rule, and the Stage 1 Disinfectants and Disinfection Byproducts Rule.

"Notice of Tentative Approval of the Public Water System Supervision Program for the State of Maryland"
October 26, 2004 (69 FR 62445)

EPA provided notice of its intent to approve the revisions made by the state of Maryland to its Public Water System Supervision Program. Maryland has revised its administrative penalties for violations of its program including disinfectant residual levels in drinking water and plans for compliance to resolve deficiencies found in sanitary surveys.

"Notice of a Public Meeting of the National Drinking Water Advisory Council" November 2, 2004 (69 FR 63531)

EPA announced a meeting of the National Drinking Water Advisory Council in Atlanta, GA, on December 1 and 2, 2004. The purpose of the meeting was for the Council to meet with EPA and Center for Disease Control and Prevention (CDC) representatives to discuss public health issues related to the nation's drinking water.

"Notice of a Workshop on Lead in Drinking Water in Schools and Child Care Facilities" November 9, 2004 (69 FR 64926)

EPA announced a workshop to discuss issues concerning lead in drinking water in schools and child care facilities. National experts in drinking water and children's health and education were invited to discuss best practices to promote awareness and water testing. The workshop was held December 7, 2004, in Washington, D.C.

"Notice of a Public Meeting To Discuss Research Related to the Stage 2 Disinfectants and Disinfection Byproducts Rule"

December 23, 2004 (69 FR 76897)

EPA announced a public meeting to discuss recent research related to the proposed Stage 2 Disinfectants and Disinfection Byproducts Rule. The meeting was to be held on Tuesday, January 18, 2005, in Washington, D.C.

"National Drinking Water Advisory Council's Water Security Working Group Meeting Announcement" January 10, 2005 (70 FR 1707)

EPA announced the fourth public meeting of the Water Security Working Group (WSWG) of the National Drinking Water Advisory Council. The meeting was scheduled for January 25-27, 2005 in Phoenix, Arizona. The purpose of this meeting was to provide an opportunity for the WSWG members to continue deliberations on principles and program elements for drinking water and wastewater security programs.

"Promoting Water Conservation in Multi-Family Housing" January 11, 2005 (70 FR 1892)

EPA sought comments on water metering and billing systems that promote full cost and conservation pricing to achieve water conservation within the drinking water industry. The agency also sought information on ways that residential and commercial water users and drinking water utilities can reduce water use and promote water conservation. The deadline for receipt of comments was March 14, 2005.

"Guidelines Establishing Test Procedures for the Analysis of Pollutants Under the Clean Water Act; National Primary Drinking Water Regulations; Notice of Data Availability" February 16, 2005 (70 FR 7909)

On April 6, 2004, EPA proposed to approve a number of new analytical methods for measuring pollutants in wastewater and drinking water, and proposed to withdraw approval of Syngenta Method AG-625 for determination of atrazine by immunoassay. This action announced the availability of new data regarding these changes and updates to three proposed methods. EPA solicited comment only on the data and methods updates cited in this notice.

"Drinking Water Contaminant Candidate List 2; Final Notice" February 24, 2005 (70 FR 9071)

The second draft CCL (CCL 2), published on April 2, 2004 (69 FR 17406), announced EPA's preliminary decision to carry forward the remaining fifty-one contaminants on the 1998 CCL as the draft CCL 2. The final CCL 2 carries forward the remaining 51 contaminants from the draft CCL 2 proposed on April 2, 2004.

"Public Water System Supervision Program Revision for the State of LA" March 2, 2005 (70 FR 10002)

EPA gave notice of approval of the state of Louisiana's revisions to its approved Public Water System Supervision Program. Louisiana has revised its variance and exemption regulation and adopted the interim enhanced surface water treatment regulation, the disinfectants/disinfection by-products regulation, and the lead and copper minor revisions regulation. EPA has determined that these revisions are no less stringent than the corresponding federal regulations.

"National Drinking Water Advisory Council's Water Security Working Group Teleconference Announcement" March 21, 2005 (70 FR 13499)

EPA announced the second public teleconference of the Water Security Working Group (WSWG) of the National Drinking Water Advisory Council, which was established under the Safe Drinking Water Act. The purpose of this teleconference is to provide an opportunity for the WSWG members to continue deliberations on their draft report and recommendations on features of active and effective security programs for the water sector (drinking water and wastewater utilities), including incentives to encourage broad adoption of active and effective security programs and measures to track the performance of water security programs. The teleconference will be open to the public by advance registration; an opportunity for public comment will be provided during that time. The teleconference was scheduled for April 7, 2005.

"Public Water System Supervision Program Revision for the State of South Dakota" April 25, 2005 (70 FR 21197)

The state of South Dakota has revised its Public Water System Supervision Primacy Program by adopting federal regulations for the Arsenic Rule, Filter Backwash Recycling Rule, Long Term 1 Enhanced Surface Water Treatment Rule, and Radionuclides Rule, which correspond to 40 CFR Parts 141 and 142. EPA has completed its review of these revisions in accordance with SDWA, and proposes to approve South Dakota's primacy revisions for the above stated rules. The approval does not extend to Indian lands.

"Proposed Penalty Order Issued Under the Clean Water Act and Safe Drinking Water Act; Notice of Intent To Provide Internet" April 26, 2005 (70 FR_21410)

EPA Region 5 will issue notices of proposed penalty orders issued under the Clean Water Act and the Safe Drinking Water Act via the Internet. Region 5 will commence use of Internet notice on May 26, 2005. The address of the Internet notice site is www.epa.gov/region5/publicnotices.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of West Virginia" April 29, 2005 (70 FR 22312)

The state of West Virginia is revising its approved Public Water System Supervision Program. West Virginia has adopted the Arsenic and Clarifications to Compliance and New Source Contaminants Monitoring Rule (the Arsenic Rule) that requires community and non-transient non-community water systems to comply with the revised arsenic maximum contaminant level of 0.010 mg/L. EPA has determined that these revisions, all effective April 29, 2004, are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. The effective date for this action was May 31, 2005.

"Meeting of the National Drinking Water Advisory Council - Notice of Public Meeting" May 9, 2005 (70 FR 24412)

EPA gave notice for a meeting of the National Drinking Water Advisory Council (NDWAC or Council). This Council was authorized by the Safe Drinking Water Act in 1974 (42 U.S.C. 300f et seq.) to support EPA in performing its duties and responsibilities related to the national drinking water program. The primary purpose of this meeting is for the Council to review and discuss the draft report of the Water Security Working Group and to continue the dialogue initiated in December 2004 on the revision of existing drinking water program indicators and measures and the potential development of new indicators/measures that are clearly focused on public health protection. Updates on other EPA drinking water program activities will be presented if sufficient time is available. The Council meeting was to be held on June 1-3, 2005, in Washington, D.C.

"Notice of a Public Meeting To Discuss the Development of Regulations for Aircraft Public Water Systems" May 13, 2005 (70 FR 25520)

EPA is holding a public meeting to discuss the development of regulations for aircraft public water systems. To support the rulemaking process, EPA will undertake a collaborative stakeholder process with representatives from industry, government, public interest groups, and the general public. The public meeting was held on Wednesday, June 1, 2005, in Washington, D.C.

"Public Water Supply Supervision Program; Program Revision for the State of Oregon" May 16, 2005 (70 FR 25828)

The state of Oregon has revised its approved State Public Water Supply Supervision Primacy Program. Oregon has adopted drinking water regulations for Public Notification, Radionuclides, Filter Backwash Recycling, Arsenic, Variances and Exemptions, and Enhanced Surface Water Treatment for systems serving less than 10,000 people. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends on approving these State program revisions. This approval action does not extend to public water systems in Indian Country, as that term is defined in 18 U.S.C. 1151. By approving these rules, EPA does not intend to affect the rights of federally-recognized Indian tribes in Idaho, nor does it intend to limit

existing rights of the state of Oregon. The effective date for this action was June 15, 2005.

"Spring 2005 Regulatory Agenda" May 16, 2005 (70 FR 27510)

EPA publishes the semiannual regulatory agenda to update the public about regulations and major policies currently under development, reviews of existing regulations and major policies, and regulations and major policies completed or canceled since the last Agenda. The Spring 2005 Agenda listed the following:

Proposed Rules - UCMR Revisions, NPRM 8/00/05, final action 6/00/06.

Final Rules - Groundwater Rule, final action 12/00/05; Long Term 2 Enhanced Surface Water Treatment Rule (LT2), final action 12/00/05; Stage 2 Disinfection Byproducts Rule, final action 12/00/05.

Long Term Actions - Radon Rule, final action 12/00/06; Aldicarb MCL stay of effective date, undetermined; NSDWR for MTBE, undetermined; Revisions to the Total Coliform monitoring and analytical requirements and additional distribution system requirements, NPRM 6/00/06, final action 6/00/08; CCL3, NPRM 2/00/07, final action 2/00/08; UIC, Update of State Programs, direct final, undetermined; Regulatory determination for contaminants on CCL2, preliminary notice 9/00/05, final notice 8/00/06.

"Notice of a Public Meeting: Expert Panel Workshop on Lead in Plumbing Fittings and Fixtures" June 28, 2005 (70 FR 37099)

EPA convened an expert panel workshop to discuss issues associated with the Lead and Copper Rule. This workshop will examine and discuss potential issues associated with lead in plumbing fittings and fixtures, including their potential to leach lead into water, existing standards and test protocols, utility challenges, and manufacturer perspectives. The workshop was to be held on July 26 and 27, 2005, in Washington, D.C.

"National Drinking Water Advisory Council Request for Nominations for the Working Group on Public Education Requirements of the Lead and Copper Rule" July 22, 2005 (70 FR 42317)

EPA announced the formation of a Working Group of the National Drinking Water Advisory Council on the Public Education Requirements of the Lead and Copper Rule and soliciting all interested persons to nominate qualified individuals to serve a one-year term. Any interested person or organization may nominate qualified individuals for membership on the working group. Nominations were required to be submitted on or before August 22, 2005.

"Notice of Availability: Tribal Drinking Water Operator Certification Program Final Guidelines" July 29, 2005 (70 FR 43868)

EPA announced the availability of the Tribal Drinking Water Operator Certification Program Final Guidelines. EPA established the program to further protect public health by providing operators of drinking water systems in Indian country additional training and certification opportunities for community and non-transient non-community drinking water systems. The guidelines establish baseline standards for non-state organizations certifying operators of systems in Indian country and outline a consistent method of assessing, tracking, and addressing the certification and training needs of those operators.

"Public Water System Supervision Program Revision for the State of Montana" August 9, 2005 (70 FR 46173)

The state of Montana has revised its Public Water System Supervision Primacy Program by adopting federal regulations for the Arsenic Rule, Consumer Confidence Report Rule (CCR), Stage 1 Disinfectants/Disinfection Byproducts Rule (D/DBPR), Filter Backwash and Recycling Rule (FBRR), Interim Enhanced Surface Water Treatment Rule (IESWTR), Lead and Copper Rule Minor Revisions (LCRMR), Long-Term 1 Enhanced Surface Water Treatment Rule (LT1), Public Notification Rule, Radionuclides Rule, and Variances and Exemptions Rule, which correspond to 40 CFR Parts 141 and 142. EPA has completed its review of these revisions in accordance with SDWA, and proposes to approve Montana's primacy revisions for the above stated rules, effective September 8, 2005.

"National Drinking Water Advisory Council; Request for Nominations" September 8, 2005 (70 FR 53389)

EPA invited all interested persons to nominate qualified individuals to serve a three-year term as members of the National Drinking Water Advisory Council (Council). This 15-member Council was established by SDWA to provide practical and independent advice, consultation, and recommendations to the Agency on the activities,

functions, and policies and regulations required by the SDWA. The terms of five (5) members - two (2) who represent local government agencies concerned with public water supply and public health protection, two (2) who are affiliated with water-related or other organizations and interest groups having an active interest in public water supply/public health protection, and one (1) who speaks for the general public - expire in December 2005. EPA would like the preponderance of nominations to be in these three areas consistent with the mandates of the SDWA and the Agency encourages nominations of individuals who can represent small, rural public water systems.

"National Drinking Water Advisory Council's Working Group on Public Education Requirements of the Lead and Copper Rule Meeting Announcement"
September 14, 2005 (70 FR 54375)

EPA announced the first public meeting of the Working Group of the National Drinking Water Advisory Council on the Public Education Requirements of the Lead and Copper Rule (WGPE). The purpose of this meeting is to provide an opportunity for the WGPE members to begin discussions on the public education requirements of the Lead and Copper Rule. The first meeting of the WGPE was to be held in Washington, D.C., on October 5 and 6, 2005.

"Public Water System Supervision Program Revision for the State of Tennessee" September 27, 2005 (70 FR 56466)

The state of Tennessee is revising its approved Public Water System Supervision Program. Tennessee has adopted drinking water regulations for the Long Term 1 Surface Water Treatment Rule and the Arsenic Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations and therefore intends on approving this state program revision. The effective date for this action was October 27, 2005.

Hotline Annual Statistics

Annual Summary of Hotline Ser	rvice
Total number of calls answered	13,197
Total number of e-mails received	472
Total number of ECSS incidents	488
Average wait time (in seconds)	40
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	81.6%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	94.0%
Number of times callers were	
transferred to the WSC Wellcare	
Hotline	3,193
Number of times callers listened to	
recorded message about CCRs	2,935
Number of times callers listened to	
recorded message about local drinking	
water quality for PWS customers	3,111
Number of times callers listened to	
recorded message about tap water	
testing and quality for household well	
owners	1,840
Number of times callers listened to	
recorded message about tap water	
testing for PWS customers	3,626

Comparison to Previous Year

	Calls	Electronic Correspondence*
FY05	13,197	960
FY04	15,488	2,574

^{*}The method of electronic correspondence changed from e-mail to the EPA ECSS system during FY 2005.

Top Ten Referrals

Customer Referred to:	Number of Referrals	Percent of Total* Referrals
Local Water System	2,033	20
2. State Lab Certification	1,605	16
3. State PWSS	1,457	14
4. EPA Internet	1,281	13
5. NSF/WQA/UL	932	9
6. AGWT/WSC	372	4
7. Local Public Health	350	3
8. Other Hotlines	275	3
9. Other	274	3
10. FDA/IBWA	258	3

^{*10,089} total referrals to other resources, agencies, and organizations were provided by the Hotline in FY 2005.

Customer **Calls Analytical Laboratories** 122 Citizen - Private Well 849 Citizen - PWS 9,026 Consultants/Industry/Trade (DW) 649 Consultants/Industry/Trade (Other) 254 **Environmental Groups** 17 **EPA** 158 Other Federal Agency 66 Government, Local 80 Government, State 206 Government, Tribal Spanish Speaking 171 International 27 31 Media

Caller Profiles

Electronic Correspondence Topics

59

746

192

536

13,197

Medical Professional

Public Water System

Schools/University

Other

TOTAL

Topic	Number of Questions
Analytical Methods	43
Bottled Water	29
Compliance/Issues(PWS)	110
Consumer Concerns	124
Contaminants and Standards	260
Definitions	22
Facts, Figures, and Databases	21
Household Wells	104
Other	216
Local Drinking Water Quality	123
Source Water Protection	23
Tap Water Testing	41
Underground Injection Control	8
Water Security	11
TOTAL	1,135

Caller Question Topics

Microbials/Disinfection Byproducts Chlorine 197	Topic	Number of Questions
Coliforms 695 Cryptosporidium 473 Disinfection/Disinfection 311 Byproducts (Other) 311 Disinfection – Home Water 189 Other Microbials 254 Storage – Home Water 39 Surface Water Treatment (SWTR, ESWTR, LT1FBR) 211 Trihalomethane (THM) 221 Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC) 0 Arsenic 166 Fluoride 135 Methyl-tertiary-butyl-ether (MTBE) 61 Perchlorate 47 Phase I, II & V 201 Sodium Monitoring 32 Sulfate 12 Lead and Copper Copper Copper 145 Lead 1,118 Lead Contamination Control Act (LCCA)/Lead Ban 67 Radionuclides (Radon) 433 Secondary DW Regulations 344 SDWA Background/Overview Definitions & Applicability 151 MCL List 745 Other Background <t< td=""><td>Microbials/Disinfection Byproducts</td><td></td></t<>	Microbials/Disinfection Byproducts	
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MCL List 745 Other Background 307		151
Other Background 307		

Торіс	Number of Questions
Water on Tap	14
Other DW Regulations	
Analytical Methods (DW)	248
Contaminant Candidate List/	
Drinking Water Priority List	46
Consumer Confidence Report	
(DW)	2,139
DW Primacy (PWS)	121
Operator (PWS) Certification	35
Other Drinking Water Security	126
Public Notification (PWS)	882
Security Planning Grants	10
State Revolving Fund (DW)	31
Unregulated Contaminant	
Monitoring Rule (UCMR)	88
Other Drinking Water	
Additives Program	31
Bottled Water	515
Complaints about PWS	852
Compliance & Enforcement	
(PWS)	172
Home Water Treatment Units	1,063
Infrastructure/Cap. Development	44
Local DW Quality	3,624
Tap Water Testing	2,204
Treatment/BATs (DW)	75
Drinking Water Source Protection	
Ground Water Rule	67
Sole Source Aquifer	8
Source Water/Wellhead Protect.	157
UIC Program	109
Out of Purview	
Household Wells	707
Non-Environmental	239
Non-EPA Environmental	287
Other EPA (Programs)	476
TOTALS	22,567

Addendum: Fiscal Year 2005 Fourth Quarter Statistics

Hotline Fourth Quarter FY 2005 Statistics

Top Ten Caller Topics

Topic	Questions	Percent of Total* Questions
Local Drinking Water Quality	818	15
Consumer Confidence Reports	578	10
Tap Water Testing	513**	9
Safe Drinking Water Act	350	6
Home Water Treatment Units	297	5
Lead	284	5
Complaints About PWSs	253	4
Public Notification	236	4
Coliforms	224	4
Household Wells	186	3

^{*}A total of 5,624 questions from callers were answered by the Hotline in the 4th Quarter of FY 2005.

^{**}Citizens who obtain their drinking water from private household wells asked 12 percent of the tap water testing questions.

Calls and ECSS Incidents		
Calls***	ECSS Incidents****	Total
3,485	235	3,720

^{***} A single call may generate multiple questions.

Quarterly Summary of Hotline Service

Total number of calls answered	3,485
Total number of ECSS incidents	235
Average wait time (in seconds)	0:37
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	84.7%
Percent of callbacks answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare	
Hotline	944
Number of times callers listened to recorded message about CCRs	905
Number of times callers listened to recorded message about local drinking water quality for PWS customers	899
Number of times callers listened to recorded message about tap water testing and quality for household well owners	518
Number of times callers listened to	
recorded message about tap water	
testing for PWS customers	968

Comparison to Previous Year

	Calls	Electronic Correspondence*
4 th Quarter FY 2005	3,485	235
4 th Quarter FY 2004	4,342	493

^{*}The method of electronic correspondence changed from e-mail to the EPA ECSS system during FY 2005.

Top Ten Referrals

Customer Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	455	22
2. State Lab Certification	339	16
3. State PWSS	308	15
4. NSF/WQA/UL	206	10
5. EPA Internet	203	10
6. AGWT/WSC	68	3
7. Combined Regions	67	3
8. Local Public Health	63	3
9. Other	63	3
10. Other Hotlines	63	3

^{*}A total of 3,739 referrals to other resources, agencies, and organizations were provided by the Hotline in the 4th Quarter of FY 2005.

^{****} Incidents registered through EPA's Enterprise Customer Service Solution knowledge base at the OGWDW Web site.

Hotline Statistics

Caller Profiles

Customer	Calls
Analytical Laboratories	17
Citizen - Private Well	236
Citizen - PWS	2,575
Consultants/Industry/Trade (DW)	153
Consultants/Industry/Trade (Other)	43
Environmental Groups	1
EPA	22
Other Federal Agency	14
Government, Local	18
Government, State	49
Government, Tribal	0
Spanish Speaking	56
International	7
Media	12
Medical Professional	12
Public Water System	123
Schools/University	29
Other	118
TOTALS	3,485

Caller Question Topics

Topic	Number of Questions
Microbials/Disinfection Byproducts	20
Chlorine	38
Coliforms	224
Cryptosporidium	144
Disinfection/Disinfection Byproducts	07
(Other)	87
Disinfection – Home Water	74
Other Microbials	59
Storage – Home Water	14
Surface Water Treatment (SWTR,	
ESWTR, LT1FBR)	57
Trihalomethane (THM)	61
Inorganic Chemicals (IOC)/Synthetic	
Organic Chemicals (SOC)	
Arsenic	43
Fluoride	35
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	18
Perchlorate	7
Phase I, II & V	29
Sodium Monitoring	11
Sulfate	6
Lead and Copper	
Copper	39
Lead	284
Lead Contamination Control Act	
(LCCA)/Lead Ban	6
Radionuclides	
Radionuclides (Other)	59
Radionuclides (Radon)	92
Secondary DW Regulations	
Secondary DW Regulations	85
SDWA Background/Overview	

Definitions & Applicability	50
MCL List	153
Other Background	61
SDWA	350
Water on Tap	1
Other DW Regulations	
Analytical Methods (DW)	39
Contaminant Candidate List/ Drinking	
Water Priority List	3
Consumer Confidence Report (DW)	578
DW Primacy (PWS)	8
Operator (PWS) Certification	3
Other Drinking Water Security	15
Public Notification (PWS)	236
Security Planning Grants	1
State Revolving Fund (DW)	5
Unregulated Contaminant Monitoring	-
Rule (UCMR)	8
Other Drinking Water	
Additives Program	9
Bottled Water	138
Complaints about PWS	253
Compliance & Enforcement	
(PWS)	43
Home Water Treatment Units	297
Infrastructure/Cap. Development	6
Local DW Quality	818
Tap Water Testing	513
Treatment/BATs (DW)	18
Drinking Water Source Protection	
Ground Water Rule	14
Sole Source Aquifer	1
Source Water/Wellhead Protection	46
UIC Program	22
Out of Purview	
Household Wells	186
Non-Environmental	50
Non-EPA Environmental	96
Other EPA (Programs)	131
TOTALS	5,624
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ECSS Incident Topics

Торіс	Number of Incidents
Analytical Methods	9
Bottled Water	4
Compliance/Issues(PWS)	13
Consumer Concerns	31
Contaminants and Standards	38
Definitions	2
Facts, Figures, and Databases	10
Household Wells	32
Other	44
Local Drinking Water Quality	32
Source Water Protection	8
Tap Water Testing	9
Underground Injection Control	1
Water Security	2
TOTAL	235